

California Department of Aging

Long-Term Care Ombudsman Program (Titles IIIB and VII)

Program Statistical Fact Sheet

TOTAL PROGRAM	EXPENDITURES (000s)			ESTIMATED (000s)
	FISCAL YR 14/15 ^{1, 2}	FISCAL YR 15/16 ^{3, 4}	FISCAL YR 16/17 ^{5, 6}	FISCAL YR 17/18 ^{5, 7}
Local Assistance	\$5,949	\$8,213	\$8,552	\$8,913
State Operations	\$1,528	\$1,560	\$1,633	\$1,853
Total Program Expenditures	\$7,477	\$9,773	\$10,185	\$10,766
General Fund	\$535	\$1,508	\$1,574	\$1,613
Federal Fund (Titles IIIB and VIIA)	\$3,866	\$3,880	\$4,136	\$4,651
Skilled Nursing Facility Quality & Accountability Fund	\$1,892	\$1,884	\$1,900	\$1,900
State Health Facilities Citation Penalties Account ⁸	\$1,184	\$2,140	\$2,175	\$2,202
Public Health Licensing and Certification (L&C) Fund ⁹	\$0	\$361	\$400	\$400
Total Funds	\$7,477	\$9,773	\$10,185	\$10,766

TOTAL LOCAL ASSISTANCE	EXPENDITURES (000s)			ESTIMATED (000s)
	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17	FISCAL YR 17/18
General Fund	\$0	\$995	\$1,000	\$1,000
Federal Fund	\$2,966	\$2,929	\$3,158	\$3,519
Program Income	\$10	\$3	\$1	
Local Non-Match	\$731	\$646	\$533	
Local Match	\$3,128	\$2,346	\$1,787	
Skilled Nursing Facility Quality & Accountability Fund	\$1,892	\$1,884	\$1,900	\$1,900
State Health Facilities Citation Penalties Account	\$1,091	\$2,043	\$2,094	\$2,094
Public Health L&C Fund	\$0	\$361	\$400	\$400
Total Funds	\$9,818	\$11,207	\$10,873	\$8,913

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ADMINISTRATIVE DATA ¹⁰				ESTIMATED
	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17	FISCAL YR 17/18 ¹¹
Local Ombudsman Programs	35	35	35	
Paid Staff	161	174	198	
Volunteers	765	749	738	
Total LTC Beds	298,375	299,210	304,640	
Skilled Nursing Facilities	1,251	1,252	1,244	
Residential Care Facilities	7,535	7,386	7,406	
PERFORMANCE DATA ¹⁰				ESTIMATED
	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17	FISCAL YR 17/18 ¹¹
Complaints by Category:				
Residents' Rights				
A: Abuse, Gross Neglect, Exploitation	8,067	8,414	9,222	
B: Access To Information	903	813	728	
C: Admission, Transfer Discharge, Eviction	2,132	2,582	2,570	
D: Autonomy, Choice, Exercise of Rights, Privacy	2,894	2,829	2,816	
E: Financial, Property (except for financial exploitation)	1,873	1,923	1,914	
Resident Care				
F: Care	8,315	8,845	9,049	
G: Rehabilitation or Maintenance of Function	789	790	824	
H: Restraints-Chemical and Physical	199	190	173	
Quality of Life				
I: Activities and Social Services	5,267	5,232	5,337	
J: Dietary	1,709	1,577	1,558	
K: Environment	3,405	3,416	3,083	

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PERFORMANCE DATA <i>Continued</i> ¹⁰				ESTIMATED
	FISCAL YR 14/15	FISCAL YR 15/16	FISCAL YR 16/17	FISCAL YR 17/18 ¹¹
Administration				
L: Policies, Procedures, Attitudes, Resources	486	564	480	
M: Staffing	1,069	1,068	1,014	
Complaints Not Against Facility				
N: Certification/Licensing Agency	56	94	69	
O: State Medicaid Agency	72	60	65	
P: System/Others	1,890	1,771	1,601	
Q: Complaints in other than a Nursing Home/Residential Care Facility	1,463	1,620	1,305	
Total Complaints	40,589	41,788	41,834	
Total Cases Closed	32,204	33,448	33,559	
Total Complaints Verified	25,080	25,120	26,092	
a) Partially Resolved	6,497	6,625	6,548	
b) Resolved to the Satisfaction of the Resident	21,750	21,350	21,550	
c) Total of Resolved and Partially Resolved Complaints	28,247	27,975	28,098	
d) Percentage of Total Complaints Resolved and Partially Resolved	70%	67%	67%	

¹ State Operations expenditures are based on the FY 2016/17 Governor's Budget; actual expenditures for FY 2014/15.

² Local Assistance, Program Income, Local Non-Match, and Local Match expenditures are based on the FY 2014/15 Area Agencies on Aging (AAA) financial closeout reports.

³ State Operations expenditures are based on the FY 2017/18 Governor's Budget; actual expenditures for FY 2015/16.

⁴ Local Assistance, Program Income, Local Non-Match, and Local Match expenditures are based on the FY 2015/16 AAA financial closeout reports.

⁵ State Operations expenditures are based on the FY 2018/19 Governor's Budgets; actual expenditures for FY 2016/17 and estimated expenditures for FY 2017/18.

⁶ Local Assistance, Program Income, Local Non-Match, and Local Match expenditures are based on the FY 2016/17 AAA financial closeout reports.

⁷ Local Assistance estimated expenditures are based on the FY 2018/19 Governor's Budget; estimated expenditures for FY 2017/18.

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⁸ State Health Facilities Citation Penalties Account expenditures include additional \$1,000,000 in funds made available by the State Legislature for FY 2015/16, FY 2016/17, and FY 2017/18.

⁹ Senate Bill 102 (Senate Committee on Budget and Fiscal Review, Statutes of 2015, Chapter 323) authorized in FY 2015/16 an ongoing allocation from the California Department of Public Health's Licensing and Certification Program Fund (Public Health L & C Fund) in support of the Long-Term Care Ombudsman Program. The funding comes from a fee increase of \$3.37 per skilled nursing facility bed based on Health and Safety Code Section 1266(c).

¹⁰ Data is obtained from the National Ombudsman Reporting System (NORS).

¹¹ FY 2017/18 administrative and performance data estimates are intentionally left blank.